TO: **Economic Support Supervisors
Economic Support Lead Workers
Training Staff
W-2 Agencies**

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BEM/DWS OPERATIONS MEMO		
No: **05-32**		
DATE: **09/02/2005**		
FS ☒	MA ☐	SC ☐
CTS ☐	CC ☐	W-2 ☒
FSET ☒	EA ☐	CF ☐
JAL ☐	JC ☐	RAP ☐
WIA ☐	Other EP ☐★	
PRIORITY: HIGH		

SUBJECT: **W-2 AUXILIARY PAYMENT REDESIGN AND MONITORING UPDATE**

CROSS REFERENCE: Operations Memos 05-25, 05-27

EFFECTIVE DATE: September 6, 2005

PURPOSE

This memo is the third in a series of Operations Memos being used to change W-2 auxiliary payment and monitoring procedures. The previous Operations Memos in this series are referenced above. This memo describes the new Wisconsin Works (W-2) auxiliary payment redesign that will be completed in CARES by the evening of September 2, 2005.

This memo also establishes updated WEBI based W-2 auxiliary payment monitoring reports for access and use. The only changes from the interim monitoring reports described in Operations Memo 05-25 are two new report fields providing "Approval Worker ID" and "Case Status". The updated W-2 auxiliary payment monitoring reports will be available starting October 10, 2005, and will reflect September payment information.

POLICY

CARES previously allowed workers with a security level of 50 or higher to issue a W-2 auxiliary payment without second party approval. Effective September 6, 2005, all W-2 auxiliary payment requests will require a two-party W-2 auxiliary payment approval process.

Please note that any W-2 agencies that have not yet submitted a completed DWSW Form 14746-E with their designated W-2 auxiliary payment approval workers for a W-2 office will not be able to issue CARES W-2 auxiliary payments for that office until they complete that requirement, which is detailed in Operations Memo 05-27.

W-2 policy requirements for performing a minimum monthly review of W-2 auxiliary payment monitoring reports with follow-up actions on questionable payments remain the same for W-2 agencies and DWS regional staff as detailed in Operations Memo 05-25.

NEW CARES FUNCTIONALITY FOR W-2 AUXILIARY PAYMENTS

Two new CARES screens, BIAW and BIWA, have been developed to allow W-2 agency staff to issue W-2 auxiliary payments by a process that uses different requesting and approving workers. Changes have also been made to CARES BIOR and BICS screen functions to support this new process.

BIAW – W-2 Auxiliary Authorized Approvers.
This screen is used to identify W-2 agency staff authorized to approve W-2 auxiliary payments for a given office. Once a W-2 agency submits their list of designated approval workers for each W-2 office, following Operations Memo 05-27 detailed procedures, DWS staff will enter the information on this screen. BIAW is maintained by DWS staff and cannot be updated by W-2 agency staff. However, BIAW can be queried by most CARES users, including local agency staff.

BIWA – W-2 Auxiliary Request Approval.
This screen replaces BIOR for all W-2 auxiliary payment approvals. The W-2 auxiliary payment functionality of screen BIOR has been removed and it will now be used only for approving FoodShare supplemental payments. W-2 auxiliary payment approval workers must now go to screen BIWA to approve, cancel, or hold the W-2 auxiliary payment request.

BICS – W-2 Auxiliary Request
Changes have also been made to BICS to capture the participation period dates for which the W-2 auxiliary payment is being requested. Changes to screen BICS will now require entry of the W-2 participation period end-date for each auxiliary payment requested. This will, in most instances, be the 15th of a month. CARES will automatically determine the benefit month for which the auxiliary payment is requested based upon which participation period end-date is entered. The benefit month will be displayed on screen IQAF. All requests for W-2 auxiliary payments made on updated BICS will display on Screen BIWA.

AUTHORIZED W-2 AUXILIARY PAYMENT APPROVERS AND FORM DWSW-14746-E

This new process requires that each W-2 agency must initially complete and update (when needed) a W-2 Auxiliary Approval Designation Form DWSW-14746-E. One form must be completed for each W-2 eligibility office in which that agency has W-2 cases. The minimum number of approvers for an office is two and the maximum is six. The same worker may be an approver for more than one office. The approval worker IDs submitted on this form will be displayed on screen BIAW in CARES.

Form DWSW-14746-E and instructions for completing it can be found in the DWS Forms Repository. Use the form number in the Search field to find the form on-line. Please refer to Operations Memo 05-27 for more detailed information about how to complete and submit Form DWSW-14746-E.

NEW SCREEN BIAW – W-2 AUXILIARY AUTHORIZED APPROVERS

BIAW (sample below) is used to maintain the designated approval workers for each eligibility office. Agency staff are encouraged to periodically query this screen to verify that the correct workers are listed for each of their W-2 offices. There are two ways to query this screen;

1) Enter BIAW in the NEXT TRAN and the desired office number in the PARMS to view all workers assigned to an office, or

2) Enter the office number/logon ID in the PARMS to view all offices to which a worker is assigned. Use PF8 and PF7 to view all offices in this query view. This screen is a query only screen.

The workers listed on this screen are the only ones who will be able to access BIWA to approve auxiliary payments. If an agency fails to submit form DWSW-14746-E for a W-2 office, they will not be able to issue W-2 auxiliary payments for that office.

```
BIAW                W-2 AUXILIARY AUTHORIZED APPROVERS         07/21/05   13:48
                                                               XCTC14 M WELCH
❶LAST UPDATED: 07 19 2005                          ❷LAST UPDATED BY: XCTC14


❸OFFICE: 5605  MILW CO REG 5 W-2,GOODWILL-EMPLOY SOLUTN
❹MAXIMUM USERS ALLOWED FOR THE OFFICE: 03


❺USER ID        ❻NAME
  XCT056        ALICE     SMITH
  XCT546        DAVID     JONES
  XCTB60        DEBRA     JOHNSON








NEXT TRAN: ____      PARMS: 5605_____
```

❶**Last Updated Date**: The date that information was last entered on this screen by DWS central office staff
❷**Last Updated By**: The logon ID of the person that last entered data on this screen.
❸**Office**: This is the office number to which the approval workers are assigned. Workers listed for this office number are the only agency staff able to approve, cancel or hold W-2 auxiliary payment requests on screen BIWA.
❹**Maximum Users Allowed for the Office**: The total number of approval workers allowed for the office.
❺**User ID**: The CARES logon ID of the designated approval workers for this office. This information is submitted by the W-2 agency on form DWSW-14746-E.
❻**Name**: This is the name of the approval worker associated with the logon ID, as listed on screen SMUM.

Changing Approval Workers on BIAW
Workers designated as W-2 auxiliary approvers can leave the agency or change job functions. When this happens, their logon IDs will need to be removed from screen BIAW. W-2 agencies are responsible for keeping their list of designated approval workers up to date. Agencies must first query screen BIAW to determine which worker(s) they need to remove or add. Offices have minimum and maximum limits on allowed approvers per Operations Memo 05-27. When an approval worker is added or deleted for an office, agencies should check BIAW to see if another worker will need to be deleted or added at the same time.
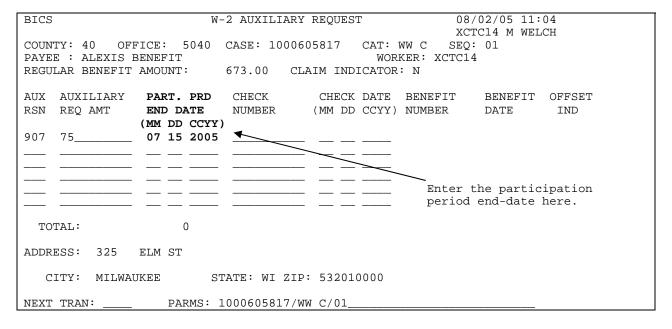
Form DWSW-14746-E must be completed with worker addition or deletion changes, signed by the W-2 Agency Administrator and the agency's Security Officer, and faxed to the DWS Security Unit at FAX 608-267-0484. Please allow five business days for the requested changes to appear on this screen. More detailed information on this form's use can be found in OM 05-27.

SCREEN BICS – W-2 AUXILIARY REQUEST

Screen BICS (sample below) has been changed to better reflect how the W-2 payment cycle works. In the past, the worker requesting the W-2 auxiliary had to determine the 'Period" for which the payment was being made. W-2 participation periods span two months, but the 'Period' of the payment that needs to be entered on BICS is only for one of those two months.

New Field For Participation Period End-Date
BICS will now require that the last day of the participation period (the 15th of a month in most, but not all instances) be entered, rather than the benefit period. The FEP is aware of which participation period the W-2 auxiliary payment is for, so adding this field will make it easier to determine which date to enter on BICS.

```
BICS                       W-2 AUXILIARY REQUEST            08/02/05 11:04
                                                            XCTC14 M WELCH
COUNTY: 40   OFFICE:  5040  CASE: 1000605817   CAT: WW C   SEQ: 01
PAYEE : ALEXIS BENEFIT                         WORKER: XCTC14
REGULAR BENEFIT AMOUNT:       673.00   CLAIM INDICATOR: N

AUX   AUXILIARY    PART. PRD   CHECK       CHECK DATE  BENEFIT    BENEFIT   OFFSET
RSN   REQ AMT      END DATE    NUMBER      (MM DD CCYY) NUMBER    DATE      IND
              (MM DD CCYY)
907   75_____   07 15 2005  _____  __ __ ____
___   _____   __ __ ____  _____  __ __ ____
___   _____   __ __ ____  _____  __ __ ____
___   _____   __ __ ____  _____  __ __ ____
___   _____   __ __ ____  _____  __ __ ____     Enter the participation
___   _____   __ __ ____  _____  __ __ ____     period end-date here.

  TOTAL:              0

ADDRESS:  325   ELM ST

   CITY:  MILWAUKEE      STATE: WI ZIP: 532010000

NEXT TRAN: ____      PARMS: 1000605817/WW C/01_____
```

This field was added to BICS so that W-2 auxiliaries are attributed to the correct Benefit Month displayed on IQAF. By entering the last day of the participation period for which the W-2 auxiliary payment is being requested, the benefit month is automatically determined by CARES.

BICS Exception For Initial W-2 Auxiliary Payments Issued In Delayed Cycle
There is an exception to this procedure on BICS for initial W-2 payments issued in the Delayed Cycle. For the first month of a W-2 application where the participant applies between the 15th and the last day of the month and a W-2 auxiliary payment must be issued for that period, the date that must be entered on BICS is the last day of the application month. The reason for this exception is that applicants that apply between the 15th and last day of the month get a partial month's payment in the Delayed Cycle. Delayed Cycle payments are issued around the 10th of the following month. A payment issued in the delayed cycle is always for the period of the 15th through the last day of the prior month. Examples for completing the participation period end-date for these types of cases are shown below.

Example 1
Jane is an ongoing W-2 participant in a CSJ placement. For the participation period of 6-16-05 through 7-15-05, she missed 11 hours of required participation. Her worker determined that 8 of those hours were missed for good cause, and an auxiliary payment of $41 is due. On BICS, the worker requests the W-2 auxiliary with reason code 907, in the amount of $41, with participation period end-date of 7-15-05.

Example 2
Allen applies for W-2 on 7-2-05 and is placed in a CSJ on 7-5-05. For the participation period of 7-5-05 through 7-15-05, Allen missed 5 hours of participation and his first W-2 payment was reduced $25. On 7-21-05 his worker received verification that all 5 hours missed were for good cause and he was due the $25. On BICS, the worker requests the auxiliary with reason code of 907, in the amount of $25, with a participation period end-date of 7-15-05.

Example 3
Elaine applied for W-2 on 7-18-05. She was placed in a CSJ placement on 7-18-05, but only got paid from July 28th through July 31st. She filed for a Fact Finding because she was only paid for the last four days in July, but participated for all 14 days. The Fact Finding decision came back with the determination that she was due a W-2 auxiliary payment for July 18th through July 27th (a total of 10 days). On BICS, the worker requests the W-2 auxiliary payment with reason code 908, in the amount of $217, and a participation period end-date of 7-31-05.

New Edit On BICS When No W-2 Auxiliary Payment Approval Workers
A new edit on screen BICS will prevent a request for a W-2 auxiliary payment for a case in an office that has no designated approval workers, which might occur if the case has been transferred to a non-W-2 office. When accessing BICS for these cases, the following edit will be displayed: <BXS - OFFICE HAS NO AUTHORIZED APPROVERS, NO AUX ALLOWED>. The reason for this edit is that when there are no approval workers listed on BIWA for the non-W-2 office, the W-2 auxiliary payment request cannot get approved in CARES. The case needs to be transferred from the non-W-2 office back to the W-2 office that needs to request the W-2 auxiliary payment. Once the payment is requested on BICS and approved on screen BIWA, the case can then be transferred back to the non-W-2 office. Also, please see the special note below regarding W-2 auxiliary payment issuance for completely closed cases.

This BCIS edit will not occur when a manual issuance is recorded on BICS. A manual issuance is a paper check generated by the local W-2 agency (not by CARES) that is given to the participant. Manual issuances can be issued when CARES goes down for a prolonged period or benefits for a particular case can not be issued due to a prolonged fatal error or other major computer problem. In these situations, the local W-2 agency must manually issue W-2 benefits and record them on BICS.

Issuing Auxiliary Payments On Completely Closed Cases
Special procedures are needed for issuing a W-2 auxiliary payment on a completely closed
case where all programs of assistance (i.e., FS, all MA types, CC, CTS, and W-2) have been
closed for more than a calendar month and the W-2 case resides in an office that has no W-2
auxiliary payment approval workers assigned on BIWA. The new edit on BICS will prevent a W-
2 auxiliary payment from being requested. Closed cases cannot be transferred to another
eligibility office. If a W-2 agency must issue a W-2 auxiliary payment for a closed case that
resides in an office that has no W-2 auxiliary payment approval workers, please call the DWD
DWS Security Help Desk at (608) 261-6317 for further instructions. Each of these instances will
be handled on a case by case basis.

New Screen BIWA – W-2 Auxiliary Request Approval

BIWA (sample below) has been developed specifically for W-2 auxiliary payment approvals.
The new BIWA screen can only be accessed by approval workers who are listed on screen
BIAW. BIWA displays information only for the W-2 eligibility office(s) the worker accessing the
screen is assigned to on BIAW.

BIWA is similar to screen BIOR, which was used to approve auxiliary payments for both the
FoodShare and W-2 programs. Starting with the implementation of these CARES changes on
September 6, 2005, screen BIOR will only be used for FoodShare supplement payment
approvals. No changes have been made to BIOR or to the process used to generate
FoodShare supplements.

Overview of New BIWA Screen Functionality
- Only workers designated as approval workers on BIAW can access this screen.

- Access this screen two ways, 1) type in BIWA in NEXT TRAN and hit enter or 2) enter
  BIWA in NEXT TRAN and <case/cat/seq>in the PARMS. All W-2 auxiliary requests for
  all offices the approval worker has been assigned will be displayed when this screen is
  accessed with nothing in the PARMS. When accessing this screen with the
  <case/cat/seq> in the PARMS, only W-2 auxiliaries for that case will be displayed.
  Approval workers will only see W-2 auxiliary payment requests on this screen for cases
  that reside in the office to which the approval worker is assigned.

- All approval workers listed for a given office on BIAW will get new ALERT 394 - W-2
  AUX WAITING APPROVAL when any auxiliary request is created on BICS for cases
  located in that eligibility office.

- ALERT 394 will be generated every day to all W-2 auxiliary payment approval workers in
  the given office until the W-2 auxiliary is approved or cancelled.

- ALERT 394 will be automatically deleted for all W-2 auxiliary approval workers in an
  office as soon as the W-2 auxiliary is approved or cancelled by any one of the approval
  workers.

- When a W-2 auxiliary payment is initially requested, it will display a "P – Pending" as the
  approval indicator on screen BIWA. W-2 auxiliaries can be approved (A), held (H), or
  cancelled (C) on this screen. An "H" can be used to mark the W-2 auxiliary request if
  there needs to be a more in-depth review of the request prior to approving or canceling
  it. The "H" will remain on the screen until either an "A" or a "C" is entered. The requests

will no longer be displayed here once the payment is approved or cancelled. W-2 auxiliary requests can be cancelled on both BIWA and BICC.

- Entering "S" for an approval indicator on screen BIWA selects a case for querying on screen IQAF when using the PF13 key.

- A local process, especially for larger W-2 agencies, may need to be developed so that approval workers are responsible for approving requests from a specific group of requesting workers. One suggestion would be assigning a specific group of requesting worker IDs to each approval worker. Each approval worker would only be responsible for approving the W-2 auxiliary requests from the group of workers assigned to them. Whatever local system is used, each W-2 office needs to ensure that approval workers know who should be promptly responding to W-2 auxiliary payment requests systematically within that office.

```
BIWA                    W-2 AUXILIARY REQUEST APPROVAL            08/22/05   12:40
                                                                  XCT545 M WELCH
 OFFICES: 5601 5605


  APP    CASE               WORKER  OFC     REGULAR    REQUEST   AUX  BENEFIT
  IND   NUMBER   CAT  SEQ     ID    NUM     BENEFIT     AMOUNT   RSN  PERIOD

   P  2700323025 WW C 01   XCT546  5601      452.00      60.00   909  04 01 2005
   P  5700345757 WW C 01   XCTS70  5601      628.00     200.00   909  04 01 2005
   P  5700345757 WW C 01   XCT546  5601      628.00      64.00   909  05 01 2005
   P  0700311301 WW C 01   XCT545  5605      628.00      49.00   907  04 01 2005
   P  0700311301 WW C 01   XCT545  5605      628.00      76.00   908  03 01 2005
   P  7700375178 WW C 01   XCT545  5605      673.00      47.00   908  04 01 2005
   P  8700219983 WW C 01   XCT546  5605      673.00      46.00   909  05 01 2005




           A - APPROVE    H - HOLD    C - CANCEL    S - SELECT FOR IQAF
 PF13 IQAF
 NEXT TRAN: _____    PARMS: _____
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Definitions Of BIWA Fields
Offices: This lists all of the offices the approval worker accessing this screen is assigned to on screen BIAW.
App Ind: Approval Indicator. This defaults to P-Pending when an auxiliary is requested. The approval worker may enter H to hold the auxiliary request, C to cancel the request, or A to approve the request. This field is also the selection field (enter <S>) when using the PF13 key to go to IQAF.
Case Number: The number of the case for which the auxiliary is requested.
Cat: The category code of the assistance group for which the auxiliary is requested. This will always be WW C.
Seq: This is the sequence number of the W-2 assistance group for which the auxiliary is requested.
ID: The CARES logon ID of the worker that requested the W-2 auxiliary payment.
Regular Benefit: This is the amount of the most recent regular monthly W-2 benefit issued by CARES.
Request Amount: This is the amount of the auxiliary payment requested on BICS. If several auxiliaries are requested on BICS at the same time, they will each show up on a separate line on this screen.
Aux Rsn: Auxiliary Reason. The reason for the auxiliary payment as entered on BICS. Valid values are on reference table TARC.

Benefit Period: This is the month for which the auxiliary is being requested. If the requesting worker enters 4-15-2005 in the Participation Period End-Date field on BICS when requesting the payment on BICS, the Benefit Period on this screen will be displayed as 4-1-2005.

UPDATED W-2 AUXILIARY PAYMENT MONITORING REPORTS

With the implementation of the new W-2 auxiliary payment process on September 6, 2005, two new fields will be added to the W-2 Auxiliary Payment Monitoring Reports currently available in WEBI. The two new fields are 1) the CARES logon ID of the approval worker, and 2) the case status (intake, open, pending or closed). These two new fields will contain information starting with the WEBI W-2 Auxiliary Payment Monitoring Reports beginning in October 2005 for W-2 auxiliary payments issued in September, 2005. Both updated and previous W-2 auxiliary payment monitoring reports can be found at the same WEBI location by following instructions noted in OM 05-25.

W-2 auxiliary payment monitoring report locations, report access and use instructions, and W-2 policy requirements for performing a minimum of a monthly review with follow-up actions on questionable payments remain the same for both W-2 agencies and DWS regional staff as originally provided in Operations Memo 05-25. History of the worker requesting and the worker approving auxiliary payments will continue to be maintained. Please refer to Operations Memo 05-25 for more detailed information on access and required use of these monitoring reports.

CONTACTS

BEM CARES Information & Problem Resolution Center

★Program Categories – FS – FoodShare, MA – Medicaid, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – Food Stamp Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DWD/DWS/BWP-MBW/BW2-BP